Purpose: To ensure that incoming Raw Materials are checked for quality, quantity and that inventory is updated

Responsibility: Raw Material Store Supervisor

Instructions:

No.	Item	Responsibility
1	Receive incoming raw materials and check the quantity and item description against the "Invoice"/ "Purchase Order"	RM Store Supervisor
2	If items are correct, store in the Quarantine area	
3	Update inventory in database and initiate a "Pending Goods Received Note"	
4	Carry out relevant Quality Inspection and if it fails, inform QAM immediately and await his decision	Quality Inspector
5	Record the results of Quality Inspection on "Quality Report- Incoming RM"	
6	If the QAM decide to reject the consignment, identify the items as such and store in an area away from the stores until it is returned or discarded	
7	If the Quality Inspection is successful, and the total quantity has been received, finalize the "Pending Goods Received Note" for payment	RM Store Supervisor
8	All accepted items are to be removed from the Quarantine area and store in a suitable location	
9	Record the location where the items are stored for easy retrieval	

Reference documents:

Invoice/ Purchase Order

Pending Goods Received Note

Quality Record- Incoming RM

Goods Received Note

WORK INSTRUCTIONS FOR RAW MATERIAL ISSUES

Purpose: To ensure that Raw Materials are issued correctly, recorded and inventory updated

Responsibility: Raw Material Store Supervisor/ Quality Supervisor

Instructions:

No.	Item	Responsibility
1	Receive "Blend Specification" from the Blending Supervisor	RM Store Supervisor
2	If the items required have been stored for more than 6 months or if there is any cause for concern with regard to quality, carry out quality inspection as per instructions from the QAM or Factory Manager	Quality Supervisor
3	Record results of quality inspections on "Quality Record- Raw Material Issues" and file in the "Progress File"	
4	Items checked can be released for production only on successful completion of such quality inspection	RM Stores Supervisor
5	Other items requiring no inspection can be released normally	
6	Record issues on "Goods Issue Note" and update inventory in the database	
7	Obtain a hard copy of "Goods Issue Note" and attach in "Progress File"	
8	Return the "Progress File" with the items to Production	

Reference documents:

Blend Specification

Progress File

Material Requisition

Quality Record RM Issues

Goods Issue Note

Purpose: To ensure that tea is free of deleterious matter and metals before processing

Responsibility: Blending Supervisor/ Quality Supervisor

Instructions:

No.	Item	Responsibility
1	Identify the item to be produced next from the "Work Schedule"	Blending Supervisor
2	Request raw material from RM Stores using the "Blend Specification"	
3	On receipt of Tea, check for metal particles using the magnet machine	
4	Sieve and pack into bags for storage until required	
5	Record Sieving details on the "Sieving Record" including remnant tea quantity	
6	Pack remnant tea and store separately	
7	Visually check a sample of tea for its general quality and check whether the bulk tea has been sieved	Quality Supervisor
8	Check to ensure that the tea is free of metal particles by using the hand metal detector	
9	Record results of Quality Inspection on the bottom half of the "Sieving Record" and file in "Progress File"	
10	On completion of shipment, send the completed "Blend Specification" to the Quality manager for inclusion in the "Progress File"	Blending Supervisor

Reference documents:

Work Schedule

Blend Specification

Sieving Record

Progress File

Purpose: To ensure that blending of tea is as per customer specifications

Responsibility: Blending Supervisor

Instructions:

No.	Item	Responsibility
1	Retrieve the sieved tea as per "Blending & Filling Schedule" and sort them according to lines/ invoice number	Blending Supervisor
2	Make a hand blend sample and send to the Tea Taster for approval with the "Blend Specification"	
3	If the sample is not approved, follow instructions from the Tea Taster and repeat above until the sample is approved	
4	Once the sample has been approved, blend the teas	
5	Once the blend is complete, collect random samples from different areas in the drum and send to the Tea Taster for approval	
6	If the sample is not approved, follow instructions from the Tea Taster and repeat above until the sample is approved	
7	Once the sample has been approved, obtain relevant flavours from RM Stores using the "Blend Specification" sent with the "Progress File"	
8	On receipt, add the liquid flavours first followed by granules	
9	Send a sample to the Tea Taster for approval	
10	If the sample is not approved, follow instructions from the Tea Taster and repeat above until the sample is approved	
11	Once the flavouring is nearing completion, choose the bags according to the quantity of tea to be filled and ensure that they have not been used for any other flavour	
12	Before filling the bags, prepare and attach labels indicating Blend #, WO #, Tea Type, Flavour Type, Machine Type, and Packing details	
13	Send a copy of this label to be attached to the "Progress File"	
14	Fill the identified bags and send to Hopper Section on request	

Reference documents:

Blending & Filling Schedule

Progress File

Blend Specification

Purpose: To ensure that checks are carried out to maintain quality during filling of processed tea

Responsibility: Quality Supervisor/ Quality Inspector

Instructions:

Note: For security reasons, entry to the Hopper Room is restricted. Both the Filling Supervisor and the Quality Inspector must be available to gain entry using their respective keys.

No.	Item	Responsibility
1	Refer to the "Work Schedule" to find out the next item to be produced	Quality Supervisor
2	Ensure that the hopper and magnet are cleaned after completing each flavour and record on "Hopper Condition Record" an attach in "Progress File"	
3	Once the tea has been loaded in to the hopper, send a sample of tea to the Tea Taster for approval with a copy of "Tea Tasting Record"	
4	If not approved, follow the instructions from the Tea Taster and repeat above until it is approved	
5	Ensure that the correct type of tea is dispensed from the machine	Quality Inspector
6	Check the filled weight for correctness and if not inform the filling Supervisor to get it adjusted	
7	Check the attributes of tea bags for MISA, IMA and Pot Bags and record on "Attribute Checklist" and attach in "Progress File"	Quality Supervisor
8	Check the weight and record on "Mean Weight Record" every 15 minutes	Quality Inspector

Reference Documents:

Work Schedule

Tea Sampling Record

Progress File

Attribute Checklist

Mean Weight Record

Hopper Condition Record

Purpose: To ensure that quality of packed items are in conformance with the customer requirements

Responsibility: Quality Supervisor/ Quality Inspector

Instructions:

No.	Item	Responsibility
1	Ensure that the correct items have been received for packing	Quality Inspector
2	Check a minimum of 2 samples taken at random and send 2 envelopes from each flavour to the Tea Taster for approval with the "Tea Tasting Record" in the "Progress File"	Quality Supervisor
3	On receipt of approval from the Tea Taster, Quality Supervisor to inform the Packing Supervisor to start packing	Quality Inspector
4	Check each packed item for correctness of printing, damages and finishing and record on "Quality Record- Packing" and insert in the "Progress File"	
5	If any discrepancies found, inform the Assistant Quality Manager immediately for corrective action	

Reference Documents:

Tea Sampling Record

Progress File

Quality Record- Packing

Purpose: To ensure that the packages would withstand the drop Test to ISTA 1A (ASTM D5276-98) as required by the Customer

Responsibility: Quality Assurance Manager

Instructions:

No.	Item	Responsibility
1	Take one package at random for the Drop Test	Quality Supervisor
2	Raise the sample 4 feet above the ground and drop it vertically so that one corner hits the ground	
3	Repeat the Drop Test so that each of the remaining corners hit the ground at each impact	
4	Now, repeat the Drop Test so that each end of the sample hits the ground at impact making up 10 Drop Tests in all	
5	Open up the package to check whether there has been any damage to the container including lids, hinges etc.	
6	If the test fails, that is, if the package has been damaged due to impact at any given drop, inform the QAM and Factory Manager immediately and recommend to freeze the shipment 'on hold' status	
7	Ask for instructions on preventive measures and ensure that they are being followed	
8	Redo the Drop Test with another sample taken at random from packages that have been modified to overcome the problem	
9	Record the preventive measure taken on "Drop Test Record"	
10	If the Drop Test passes, recommend the shipment to be released	
11	If the Drop Test fails again, follow through steps 6 to 10 until it passes	

Reference documents:

ASTM D5276-98

Drop Test Record

Progress File

Purpose: To ensure that finished goods are securely stored and issued correctly as required in a timely basis

Responsibility: Finished Goods Store Supervisor

Instructions:

No.	Item	Responsibility
1	Receive the grossed finished goods from Grossing Supervisor with the "Finished Goods Transfer Note" and enclose in the "Progress file	FG Store Supervisor
2	Ensure that the goods tally with the items and quantities stated in the "Finished Goods Transfer Note"	
3	Receive the "Shipment Schedule" and "Packing List"	
4	Refer to the on line "Shipment Plan" as necessary	
5	Issue items on request to Loading Supervisor as per the "Shipment Schedule" and "Packing List"	
6	Update the inventory on receipt and after issue	

Reference documents:

Finished Goods Transfer Note

Progress File

Packing & Shipment Schedule

Shipment Plan (On Line)

Packing List

Purpose: To ensure that master cartons are loaded securely with traceability and accountability

Responsibility: Loading Supervisor/ Quality Inspector

Instructions:

No.	Item	Responsibility
1	Receive the "Packing & Shipment Schedule" and "Packing List"	Loading Supervisor
2	Refer to on line "Shipment Plan" as necessary	
3	Withdraw relevant items from the Finished Goods Stores as per "Packing List"	
4	Indicate running numbers on the master cartons for accountability	
5	Check the container for its condition and cleanliness.	
6	Get the container cleaned to ensure that it is free of dirt	
7	If all is satisfactory, load the container in the presence of a Quality Supervisor and record details of loading on "Loading Sheet"	
8	Ensure that heavy items are loaded at the end of the container	
9	Cover and secure the end of the load with a durable mesh	
10	Seal the container and indicate the seal number on the "Loading Sheet"	
11	Send the "Packing List" through the container driver to be submitted to the Customs	

Reference documents:

Packing & Shipment Schedule

Shipment Plan)On Line)

Packing List

Loading Sheet